

Customer Services Monthly Stats - October 2015

Channel	Face to Face Full Enquiries		Face to Face Quick Enquiries		Phone Full Enquiries		Phone Quick Enquiries & Switchboard calls		Total Enquiries
	684		1026		1145		1222		
Date	Sep-15	Oct-15	Sep-15	Oct-15					
	194	272	0	7	Benefits	10	Directions	0	
	0	9	20	96	Client Services (Cleansing, Parks & Grounds)	94	Sign post to other agency	39	
	0	2	62	155	Complaints Comments	2	Sign post to County	83	
	100	128	109	248	Council Tax / Business Rates	53	Sign post to Liberty	55	
	16	17	93	65	Electoral Services	10	Switchboard	1008	
	4	14	36	31	Environmental Health	93	Tip opening times	37	
	31	2	117	365	FAQ	52	Wheelee Bin Suggestion	0	
	96	145	11	59	Finance	2			
	16	21	0	0	Housing	353			
	8	15	438	1026	Leisure	4			
	5	59	57%		Licensing	3			
	470	684			Planning and Building Control	40			
	31%				Waste Management	429			
	Data comparison								
	3 weeks in Sept 2015 at Bushloe House								
	3 weeks in Oct 2015 at Bell Street								

Breakdown Details

Wednesday's Evening Figures			
Type	W1	W2	W3
Desk Enquiries	1	2	3
Quick Enquiries	2	5	1
Total	3	7	4

Saturday's Figures			
Type	W1	W2	W3
Desk Enquiries	7	19	13
Quick Enquiries	41	17	17
Total	48	36	30